

Panasonic KX NS-700

Caller ID Routing via Auto Attendant (UM)

Telquest Tech Support

You can route incoming calls that are answered by the Auto Attendant (UM)

Here are some examples:

1. Click here...

2. Click here...

3. Click here...

4. Click here...

5. Click here...

This is the final view...

No.	Caller ID No. (Selection)	Caller ID No. (Other)	Description	Call Transfer for Day service (Selection)	Call Transfer for Day service (Parameter)	Call Transfer for Night service (Selection)
1	Other	112122351234		Extension	101	None
2	Other	11603*****		Extension	101	None

Closeup view

5. Click here...

This screen will pop up:

The screenshot shows a configuration window titled "edit" with a close button (X). It contains the following fields and callouts:

- Caller ID No. (Selection)**: A dropdown menu set to "Other". A yellow callout box points to it with the text "See Note on Page 3" and "1. Set like this..."
- Caller ID No. (Other)**: A text field containing "112122351234". A yellow callout box points to it with the text "2. See note below..."
- Description**: An empty text field. A yellow callout box points to it with the text "3. See note below..."
- Call Transfer for Day service**: A section containing:
 - Call Transfer for Day service (Selection)**: A dropdown menu set to "Extension". A red arrow points to it with the text "Set these areas to the destination based on the Systems Service Mode".
 - Call Transfer for Day service (Parameter)**: A text field containing "101".
- Call Transfer for Night service**: A section containing:
 - Call Transfer for Night service (Selection)**: A dropdown menu set to "Mailbox". A red arrow points to it with the text "Set these areas to the destination based on the Systems Service Mode".
 - Call Transfer for Night service (Parameter)**: A text field containing "101".
- Call Transfer for Lunch service**: A section containing:
 - Call Transfer for Lunch service (Selection)**: A dropdown menu set to "Mailbox". A red arrow points to it with the text "Set these areas to the destination based on the Systems Service Mode".
 - Call Transfer for Lunch service (Parameter)**: A text field containing "101".
- Call Transfer for Break service**: A section containing:
 - Call Transfer for Break service (Selection)**: A dropdown menu set to "Mailbox". A red arrow points to it with the text "Set these areas to the destination based on the Systems Service Mode".
 - Call Transfer for Break service (Parameter)**: A text field containing "101".

At the bottom right are "OK" and "Cancel" buttons.

Note for Step 2:

If the Caller ID received starts with a 1, then you will need to have two 1's as the first digits.

This is because the Panasonic NS-700 adds a 1 to allow Long Distance Dialing when using the Redial Feature elsewhere in the system.

Some Telco providers may send a + (PLUS) symbol as the first digit.

So, you would still add a 1 in front of it. (Example: 1+ followed by the telephone number)

You may need to call the provider and ask them exactly what they are sending to you.

Note for Step 3:

This area will be populated by the Name in the Caller ID after the first call is received.
Or, you can enter a name manually.

From the manual:

Wild card input for Caller IDs/PINs

- The wild card, "*", can be used as a substitute for any numbers in the following ways.
 1. When Caller ID/PIN numbers include one "*":
"*" matches any number, regardless of the actual numbers of digits. For example, registering "*" by itself matches all numbers, and registering "201 *" matches any number that starts with "201".
 2. When Caller ID/PIN numbers include more than one "*":
Each "*" matches a single digit. For example, registering "*****" matches any 10-digit number, and registering "201*****" matches any 10-digit number that starts with "201".

The screenshot shows a form titled 'edit' with a close button. It contains two fields: 'Caller ID No. (Selection)' with a dropdown menu showing 'Other', and 'Caller ID No. (Other)' with a text input field containing '112122351234'. A yellow arrow points from the 'Other' text in the second field to a yellow box labeled 'Refers to this option...'.

Note:

You can also route Private, Out of Area and Long Distance calls as well.

The screenshot shows a form titled 'add' with a close button. It contains three fields: 'Caller ID No. (Selection)' with a dropdown menu showing 'Private', 'Caller ID No. (Other)' with a dropdown menu showing 'Private', 'Out of Area', 'Long Distance', and 'Other' (highlighted), and 'Description' with a text input field. Below these fields is a section titled 'Call Transfer for Day service' with two sub-fields: 'Call Transfer for Day service (Selection)' with a dropdown menu showing 'None', and 'Call Transfer for Day service (Parameter)' with a text input field.